

W-01580A-07-0707  
W-01580A-07-0707

ORIGINAL



0000080499

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 65738

Date: 1/11/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      John & Linda

Digman

Account Name:      John & Linda Digman

Home: [REDACTED]

Street:      [REDACTED]

Work:

City:      [REDACTED]

CBR:

State:      [REDACTED]      Zip: [REDACTED]

is:

Utility Company:      Tonto Village Water Company, Inc.

Division:      Water

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/11/2008-CORRESPONDENCE RECEIVED-RATE CASE OPPOSED PER DOCKET# W-01580A-07-0707  
REFER TO INQUIRY 65739

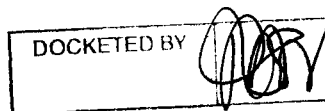
01/11/2008-  
January 9, 2008

John & Linda Digman  
[REDACTED]

Arizona Corporation Commission  
DOCKETED

JAN 14 2008

Attn: Consumer Services  
Arizona Corporation Commission  
1200 W. Washington Ave.  
Phoenix, AZ 85507



RECEIVED  
2008 JAN 14 P 2:07  
AZ CORP COMMISSION  
DOCKET CONTROL

On Thursday December 27, 2007, we received a letter from the Tonto Village Water Company, stating that they are applying for a 2nd rate increase.

Having lived in Tonto Village for 10 years now, dealing with this company and our water and "lack there of" issues, we feel the need to express our feelings against another rate increase.

Mr. Ron Standage, has not to date done anything to improve the Water Company, that he owns. The maintenance and granite around the well #2 area, was donated by citizens of the community so his maintenance person could get in to the area and work on a pump, so the community would have water. It was a community member the brought in a tank and pump last winter, for weeks while; Grant & Marie Coley had no water service into their home. The maintenance people for Mr. Ron Standage said the pipes in the ground had to defrost before anything could be done. For the past 4 years, the piping from Well #1, has had a leak and always has

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

standing water in front of it, as with many other places in our pipes, to which no repair attempts have been made. The service from Well #3 is not substantial to pump #4 psi to all homes in Tonto Village 3, some residents have elected to put holding tanks and pumps on their homes to enable sufficient water pressure. Last summer was the first time in four years that the community did not have to go without water because of pump problems. This was nothing Mr. Ron Standage did do, just luck! There are no backflow preventors, so when the water company does shut off our service during the day, we more often than not end up with mud in our lines and tap. The Water Company does not give proper notice to all residents, when our water is being shut off; and causes problems for the Charter School and Restaurant in Tonto Village. It was the residents who started a telephone chain so residents can and will be notified when water is off.

In February of 2007, Mr. Standage called a meeting of residents to announce he wanted out of the Water Company business, and requested a Domestic Water Improvement District, be formed and he would be more than happy to discuss, selling off his interest, with a Board. The Board is now formed as of Nov. voting and the sworn in persons are working to get things off the ground with (Gila County).

Since this meeting in Feb. 2007, Mr. Standage has been very scarce to Tonto Village. I understood the past increase was to put in a new Well by last June. It didn't happen so he went for an extension. Now with nothing done and wanting to sell, he is requesting another increase. We are against a rate increase to Mr. Ron Standage, knowing nothing will be improved before he tries to sell his Water Company at a high dollar rate, to the Water Improvement District, which will need monies to improve the wells, pumps, tanks, and water lines of Tonto Village.

Please give serious consideration to this letter, against the rate increase. Feel free to call for more information or back up to our claims. Thank you for your time and interest.

Sincerely,  
Linda M. Digman  
\*End of Complaint\*

### **Utilities' Response:**

n/a  
\*End of Response\*

### **Investigator's Comments and Disposition:**

01/11/2008-Called customer and left a message to confirm receipt of his opinion. Advised customer that we will be submitting an inquiry to the company regarding water pressure concerns that were expressed in letter.

01/11/2008-5:02pm- Customer did call me and tell me that he does have a backflow device that he installed on his side of the meter. He is aware that his opinion will be docketed and made part of the record. I provided my contact information and customer was happy with this response. CLOSED.

\*End of Comments\*

**Date Completed:** 1/11/2008

**Opinion No.** 2008 - 65738

---

**Substantiated/Un-Substantiated not yet determined**

**Notes:**